

Frost & Sullivan Honors Leading Organizations in Asia-Pacific in the 2nd Virtual Ceremony for the 2020 Asia-Pacific Best Practices Awards

15 organizations recognized for their exemplary performance and valuable contributions in shaping new trends across Asia-Pacific

Singapore, 25 August 2020 – Frost & Sullivan honored Asia-Pacific’s leading companies at the 18th annual Asia-Pacific Best Practices Awards on **25 August** in the second virtual awards ceremony of the year. A total of **23 awards** were presented to organizations for elevating performance benchmarks and for their outstanding achievements in the industry.

These awards were segmented across six major sectors:

- **Automotive**
- **Energy**
- **Building & Environment Industries**
- **Healthcare**
- **Information & Communication Technologies**
- **Logistics**

Congratulating the 2020 winners and recognizing their best-in-class performance, **Shivaji Das, Partner and Managing Director, Asia-Pacific, at Frost & Sullivan** said: “Against the rapidly evolving business climate, it is imperative that companies today continue to strive and innovate for the future, creating value and driving better business outcomes. Without a doubt, all the deserving recipients here tonight exemplify that positive attitude. They have all done well and excelled in areas such as leadership, technological innovation, customer service and strategic product development, putting them ahead of their competitors.”

The award recipients were identified using Frost & Sullivan’s proprietary, measurement-based methodology derived from extensive primary and secondary research, in-depth interviews, analysis, and industry benchmarking. Numerous award categories were carefully reviewed and evaluated to reflect the current market landscape and highlight emerging trends in Asia. A detailed study was further conducted on each of the nominated companies, focusing on real-time performance indicators like market share, revenue growth, customer acquisitions, product/service value, and technology innovation. The companies that emerged represent outstanding leaders that are driving positive trends in the Asia-Pacific economy.

Recipients of the 2020 Asia-Pacific Best Practices Awards

Award Titles & Category	Award Recipients
Regional titles	
2020 Asia-Pacific Telecoms Tower Company of the Year	edotco Group Sdn Bhd
2020 Asia-Pacific Data Centre Services Provider of the Year	Equinix
2020 Asia-Pacific Crowd Analytics for Buildings Entrepreneurial Company of the Year	Flow Solutions
2020 Asia-Pacific Logistics Services Provider of the Year	Kerry Logistics Network
2020 Asia-Pacific Road Transportation Service Provider of the Year	Kerry Logistics Network
2020 Asia-Pacific CRO Company of the Year	Novotech Pty Ltd

2020 Asia-Pacific Customer Experience Outsourcing Services Provider of the Year	Teleperformance
2020 Asia-Pacific Communications Platform as a Service (CPaaS) Provider of the Year	Vonage
2020 Southeast Asia Stem Cell Banking Technology Innovation Leadership Award	Medeze
2020 Southeast Asia Organic Food Industry Customer Value Leadership Award	Zenxin Agri-Organic Food
Country titles	
2020 Indonesia Cloud Infrastructure Services Provider of the Year	Telkomsigma
2020 Malaysia Data Centre Service Provider of the Year	AIMS Data Centre
2020 Malaysia Smart Waste Solutions Technology Innovation Award	Heng Hiap Industries Sdn. Bhd.
2020 Malaysia Customer Experience Outsourcing Services Provider of the Year	TDCX
2020 Malaysia Mobile Service Provider of the Year	U Mobile
Excellence in Customer Experience - Telecommunications Industry Malaysia - Contact Center Experience	U Mobile
Excellence in Customer Experience - Telecommunications Industry Malaysia – Dealership Experience	U Mobile
Excellence in Customer Experience - Telecommunications Industry Malaysia - Mobile Experience	U Mobile
Excellence in Customer Experience - Telecommunications Industry Malaysia - Overall Experience	U Mobile
Excellence in Customer Experience - Telecommunications Industry Malaysia - Online Experience	U Mobile
Excellence In Customer Experience - Banking Industry Philippines - ATM Ambience Experience	UnionBank of the Philippines
Excellence In Customer Experience - Banking Industry Philippines - Online Experience	UnionBank of the Philippines
2020 Thailand Stem Cell Banking Company of the Year	Medeze

The 2020 Frost & Sullivan Asia-Pacific Best Practices Awards virtual banquet is supported by our Media Partners: **ACN Newswire, AI Time Journal, Business Today, CryptoNewsZ, Chief IT, Asia Research News, CEO World Magazine, and Developing Telecoms.**

To learn more about the awards and partnership opportunities for the 2020 awards, please visit <http://www.apacbp-awards.com/>. To schedule interaction with our spokespersons, please email Kala Mani. S. at kala.manis@frost.com.

About Frost & Sullivan

For over five decades, Frost & Sullivan has become world-renowned for its role in helping investors, corporate leaders and governments navigate economic changes and identify disruptive technologies, Mega Trends, new business models and companies to action, resulting in a continuous flow of growth opportunities to drive future success. [Contact us: Start the discussion](#)

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